



[CA HOME PAGE](#)  
[SITE MAP](#)  
[HWDC INTRANET](#)

[ABOUT HWDC](#)

[HWDC SERVICES](#)

[EMPLOYMENT  
OPPORTUNITIES](#)

[TRAINING CENTER](#)

[GOVERNMENT  
RESOURCES](#)

[FAQ / COMMENTS](#)

# Health and Welfare Data Center

## HWDC SERVICES

You have accessed the area describing the services provided by HWDC.

[HWDC Supported Software](#)

[Alphabetic Quick Reference](#)

### Functional Service Listing

- [Procurement](#)
- [Technology](#)
- [Information Systems](#)
- [Technical Support](#)
- [Operations](#)
- [Telecommunication](#)
- [System Integration](#)

[Rates - Cost of Service](#)

[How To Obtain Service](#)

[Home](#)

[Section](#)

[Top of Page](#)

State of California -  
Health & Welfare Data Center  
Last Updated 06/21/1999



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CA HOME PAGE  
SITE MAP  
HWDC INTRANET

ABOUT HWDC

HWDC SERVICES

EMPLOYMENT  
OPPORTUNITIES

TRAINING CENTER

GOVERNMENT  
RESOURCES

FAQ / COMMENTS

# Health and Welfare Data Center

## INFORMATION SYSTEMS

### CALTREC- CALIFORNIA TRAVEL EXPENSE CLAIM SYSTEM

The California Travel Expense Claim System (CALTREC) is available to HWDC EXCOM (Office Vision) and TSO users, generating Travel Expense Claims that are acceptable to the State Controller's Office.

The CALTREC user does not need to know the rules for reimbursement for travel expenses. CALTREC gathers Travel Claim information by guiding the user through a series of questions about the type of trip, dates and times, modes of transportation used, lodging, meals, and other expenses. CALTREC will not allow the user to claim invalid amounts for meals and supplemental expenses. For other expenses, CALTREC compares the amount claimed with current DPA rules, and notes receipts and approvals required in an attachment called the "TO DO LIST." The user can opt to print the completed Travel Expense Claim on the central printer at HWDC or on a local supported printer.

The major advantage of CALTREC is to the infrequent traveler who travels farther than 25 miles from headquarters. For the user who is not familiar with travel rules, CALTREC can save time and produce an accurate Travel Expense Claim.

For more information call: (916) 739-7733

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### CLIENT/SERVER TECHNOLOGY SUPPORT

The HWDC Client/Server technology support is the beginning of a new era of services we are offering our customers. Developing a definition of Client/Server that can be used as a baseline for all internal and external discussions increases communications and understanding as our customers migrate into this new technology and interconnect with the mainframe technology. The Client/Server functions, tools, and support areas are being established to meet the changing and evolving needs of our customers.

For more information call: (916) 739-7733

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### COST RECOVERY SERVICES

Our customers often need to use data from the HWDC billing documents in their own data processing files. The Financial Applications Section can provide and maintain billing data files that can be accessed on-line and interfaced with the customer's special processing needs. This service eliminates costly data entry by the customer's support staff.

For more information call: (916) 739-7516

### **CUSTOMER SERVICES SYSTEM (CSS)**

CSS allows customers to enter and track requests for service from HWDC. Service requests may be entered by any EXCOM user, and must be authorized by a departmental official previously identified as being able to do so.

CSS allows customers to inquire into the status of the request at any time and automatically notifies them when important events happen or important data, such as the estimated availability date, changes.

CSS authorization requests, individual and group CSS training, and on-the-spot assistance are available.

For more information call: (916) 739-7716

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### **DOCUMENT RETRIEVAL (STATUS)**

Status is a CICS-based document management/text retrieval system that provides customer departments with the ability to distribute information to connected sites while maintaining a central repository. The advantages are the control of a single version of documentation that may be viewed by many concurrent users. The product allows for document lookup via:

- Key word search (including Boolean logic)
- Contextual search (finding words or phrases anywhere)
- English language questions (the ability to query by asking questions)

Access to the text is provided from any HWDC connected terminal or PC.

For more information call: (916) 739-7660

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### **VISION:Results SOFTWARE SUPPORT**

VISION:Results (DYL-280 II) is a self-contained compile, load and go system activated by freeform statements. This product is particularly useful in situations requiring a quick response, such as one-time reports and file recoveries, file-file copying and backup, file dumps and test file generation. Any DYL-280 II programs will execute in the VISION:Results load module. DYL-TABLE is a routine within Results designed to give extensive table handling capability. Typical applications for DYL-TABLE include: loading a description file into a table and retrieving entries by key; building and maintaining a bank of accumulator shaving a one-to-one relationship with variables, and buffering input records to retrieve later for processing.

For more information call: (916) 739-7683

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### **EASYTRIEVE PLUS SOFTWARE SUPPORT**

EASYTRIEVE PLUS is an informational retrieval and data management system designed to simplify computer programming. It has the capabilities of a retrieval system as well as the comprehensiveness and flexibility required for complex

reports, data extraction and file maintenance requirements.

The EASYTRIEVE PLUS facilities available at HWDC are IDMS/IDD, DB2, US I/O and ISAM/VSAM.

For more information call: (916) 739-7683

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### **ELECTRONIC MAIL**

HWDC provides a selection of mainframe electronic mail systems for customer use. Existing providers include Office Vision, EMC2/TAO, and CON-NECT. Each alternative provides its own unique set of productivity aids with common functions including: creation of notes, calendaring, directory lookup, and connectivity to the state-wide electronic mail system.

The VM offering, Office Vision, provides personal productivity tools, information sharing, and an extensive ability to customize/develop department specific applications. An MVS offering, EMC2/TAO, provides a forms creation/routing capability and bulletin board/conferencing options. CON-NECT, another MVS product, has an ability to closely integrate E-mail functions with ADABAS/NATURAL applications. See separate service listing for each of these electronic mail offerings.

For more information call: (916) 739-7734

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### **ELECTRONIC MAIL CONNECTIVITY - SOFTSWITCH**

HWDC provides a connectivity solution for information exchange among differing electronic mail systems. Utilizing the product SoftSwitch, we provide connections between most mail systems, both mainframe and LAN based. This service also provides electronic mail and file exchange with customers on the Internet.

Existing types of connectivity include Office Vision, EMC2/TAO, CON-NECT, CC:Mail, Microsoft Mail, and GroupWise. If the customer needs another type of connection, HWDC's relationship with Soft Switch will allow for the trial usage of additional modules with the option to purchase should the need warrant.

Auxiliary functions allow the ability to exchange directory information automatically between various mail systems.

For more information call: (916) 739-7734

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### **ELECTRONIC MAIL - EMC2/TAO**

EMC2/TAO is an electronic mail system that runs on the shared MVS system at HWDC. EMC2/TAO's core features include: electronic mail, calendars, bulletin boards, conferences, meeting scheduler, and JES printing. EMC2/TAO can operate in either the CICS or VTAM environment.

Customers may purchase additional licenses that allow access to more features. EMC2/TAO Client for Windows allows the customer connected to the host on a PC running emulation software to access the mainframe EMC2/TAO database through a Windows GUI interface. This software allows the customer

to attach MS WORD documents, EXCEL spreadsheets, and other PC documents, to E-Mail messages. PC upload/download capability is included.

Advanced Recovery Facility provides full recovery capabilities for the EMC2/TAO database. Advanced Recovery Facility, with dynamic backup and journalizing functions, allows HWDC to recover quickly and completely from a disk pack failure. With this facility, HWDC can run EMC2/TAO in a 24/7 operating mode if desired.

Workflow 2000 is an intelligent forms processor. With Workflow 2000, applications can be built to automate forms processing that is currently done on paper. Forms processing activities includes routing, distributing, and approving.

Associated software available are: PCLink that runs on a PC, allowing simple upload/download capability; Gateway that allows EMC2/TAO to talk to other E-Mail systems, such as PROFS, Microsoft Mail, and the Internet. Other available software offer faxing, paging, and E-Mail connectivity for laptops.

For more information call: (916) 739-7743

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### **ELECTRONIC MAIL - LAN E-MAIL**

HWDC provides a centralized hub for LAN E-Mail connectivity for Microsoft Mail, Lotus CC:Mail, and Novell's GroupWise to communicate with mainframe mail systems and other LAN mail products. HWDC uses SoftSwitch's electronic mail gateways to provide connectivity to the dissimilar mainframe, LAN-based E-mail systems, and the Internet. Automatic directory synchronization provides customer departments with automatic address lists updates. Connectivity and directory synchronization are also supported for Attachmate's ZIP! Office product to access Office Vision, E-mail and calendars from a PC Client.

Additional services include assistance with the installation and configuration of LAN-based E-Mail products and troubleshooting problems.

For more information call: (916) 739-7922

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### **ELECTRONIC MAIL - Office Vision**

OFFICE VISION is your basic electronic mail system. Electronic communications between people within your organization and also other mail systems is possible. The system is gradually being replaced by more intelligent mail systems. OFFICE VISION will allow you to send and receive messages, schedule meetings, create documents and mail this information to people. OFFICE VISION will NOT allow you to either send or receive attachments and has various limitations as far as color and fonts go. OFFICE VISION is accessible via 3270-type terminals and/or PC emulating a terminal.

For more information on OFFICE VISION, please call: (916) 739-7713

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### **INTERNET**

Internet Services is a service from HWDC which opens the door for public access to your data. HWDC provides State agencies with a universal data communications infrastructure. With this structure, data can flow within a single network, between agencies or even outside agencies to the public. This is made

possible by servers which have been established for both the public (Internet) and private (Intranet) agency level users.

HWDC provides server capabilities and assists customer departments in the development of files, databases and programs as required. Departmental information may be provided to the public via the Internet server. HWDC server services might include development of a home page, to identify the Department and provide an index or table of contents that points to general information, printable forms or requests for program services.

The established servers HWDC provides are World Wide Web and FTP (File Transfer Protocol) servers. These servers are administered, backed up and monitored by HWDC staff. Your data can still be maintained by you if you wish. The robustness of our servers allows the owner of the data to have complete control over the services being provided.

For customers wishing to establish, administer, monitor and backup their own servers; HWDC staff is here to help. On a contract basis, HWDC staff can be made available to help develop and integrate a Internet server solution for you. Overall, every effort has been made to ensure that HWDC has a secure and operable full-featured internetwork that provides valued Internet services to its customers.

For more information call: (916) 739-7892

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### **JCLFLOW SOFTWARE SUPPORT**

JCLFLOW is designed to significantly reduce the manual effort of preparing system documentation. Since the actual "Live" OS JCL used to run the application system is input to the JCLFLOW package, the result is accurate documentation achieved with only a minimal amount of manual effort

JCLFLOW is a series of batch programs which may be submitted in user-determined order to provide the following capabilities:

- Accepts JOB or PROC input
- Accepts in stream JCL procedures
- Retrieves cataloged JCL procedures from the user's PROCLIB
- Expands execution JCL with PROCJCL
- Resolves PROC DD overrides
- Resolves symbolic parameters
- Resolves backward DSN references
- Accesses the user's system catalogue to determine dataset device types
- Retrieves data from the user's PARMLIB
- Provides before and after lists of manipulated JCL
- Reformats JCL: each JCL parameter is separated and aligned, re

sequences DD statements, resequences DD statement parameters

- Produces graphic system flow charts
- Includes graphic character sets for IBM 3800 and Xerox 9700 laser printers
- Allows the user to maintain a permanent file of documentation data
- Produces dataset "where used" and "how used" reports
- Produces program and JCL procedure cross-reference reports
- Produces an IMS PSB cross-reference report
- Provides extract capability to produce documentation for selected applications.

For more information call: (916) 739-7683

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### **KNOWLEDGE-BASED SYSTEMS (KBS)**

Knowledge-Based Systems (KBS) Technology, also known as Expert Systems, is a class of software which facilitates the implementation of complex, rule-based applications. Using KBS Technology, sophisticated decision making processes are easier to represent than with traditional programming languages. KBS Technology is most appropriate for "stand-alone" mainframe applications and workstation-based applications. We support the KBMS and Aion/DS products for the mainframe.

KBMS, a Trinzic Corporation product is a fourth generation programming language (4GL) which is used to build Expert Systems and Natural Language Query applications. KBMS runs on the MVS/TSO platform. We answer questions about KBS technology, assist users developing KBS applications, and evaluate KBS tools.

For more information call: (916) 739-7733

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### **PANAUDIT PLUS SOFTWARE SUPPORT**

PANAUDIT PLUS is a computer-based auditing system using audit specific, statistical routines to test and report on the information stored in computer files.

PANAUDIT PLUS is a collection of routines written in EASYTRIEVE PLUS. These routines are invoked by EASYTRIEVE PLUS and issue calls to routines written in other languages.

PANAUDIT PLUS is designed for both EDP and financial auditors. It features an English-language format to evaluate the data within any kind of non-database structured computer file, process it quickly, and produce printed output (such as automatically formatted reports, self-documenting audit trails, letters, forms, and mailing labels), punched card output, file output, summary reports, and summary output files.

For more information call: (916) 739-7683

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### **PC/MAINFRAME IRMALINK FILE TRANSFER**

IRMAlink FT/TSO is the mainframe portion of high speed file transfer software. PC users are responsible for the necessary IRMA board and the PC component.

IRMAlink makes initiating file transfers easy for the inexperienced user and provides experienced users with the ability to "customize" transfers to their mainframe environments.

For more information call: (916) 739-7683

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### **SAS SUPPORT**

SAS is a modular, integrated application development system that can cover many business needs. SAS provides non-technical users with the ability to create their own databases and access other data for simple to complex data analysis, report generation, data management, and data presentation.

SAS enables statistical calculations on MVS, CMS and the PC. This outstanding software is up-to-date in appearance and usage, including color graphics, tutorials, and mouse (point & click).

SAS training classes are conducted several times a year at HWDC. Users may contact the HWDC SAS consultant to obtain information concerning available SAS products and for SAS technical support.

For more information call: (916) 739-7682

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### **SPREADSHEET - ESS**

Electronic Spread Sheet (ESS) is a versatile mainframe tool for manipulating numbers in a spreadsheet format for data analysis. ESS contains context-sensitive help and an applications samples library is available.

This mainframe software allows for high volume processing while still able to create or accept LOTUS and other spreadsheet formatted files.

For more information call: (916) 739-7683

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### **WORD PROCESSING (MAIN FRAME)**

DisplayWrite/370 is a text editor for creating, editing, storing, and retrieving documents. In addition to editing features, DisplayWrite/370 allows images and graphics to be included in documents.

With DisplayWrite/370 you can edit documents that have been created on other IBM office products that support RFT document content architecture, including Office Vision.

DisplayWrite/370 also contains windows with menus that guide you step-by-step through the different functions and windows that give you information. A tutorial option is available.

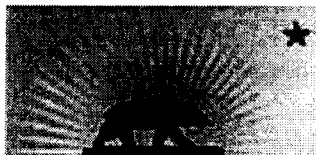
For more information call: (916) 739-7683

[Home](#)[Section](#)[Top of Page](#)

State of California -  
Health & Welfare Data Center  
Last Updated 06/21/1999



[LEGAL DISCLAIMER](#) / [COPYRIGHT](#)



CA HOME PAGE  
SITE MAP  
HWDC INTRANET  
ABOUT HWDC

EMPLOYMENT  
OPPORTUNITIES  
TRAINING CENTER  
GOVERNMENT  
RESOURCES  
FAQ / COMMENTS

# Health and Welfare Data Center

## OPERATIONS

### BATCH/SPECIAL PROCESSING

Both batch and special processing at HWDC are handled by the Scheduling Unit and the Command Center.

The Scheduling Unit assists clients in utilizing HWDC computer resources and maintains a daily on-line schedule. The batch processes are monitored and assistance is provided for special processing requirements. Customer special requests are prioritized. Changes to the scheduled hour or recycle of an on-line region requires a request from an authorized contact from the customer department. Normal working hours are : 7:00 a.m. - 4:30 p.m., Monday through Friday. All other calls are forwarded to the Command Center at (916) 739-7588.

Command Center monitors the mainframe CPUs, ensuring that all CPU interactions are occurring as quickly and efficiently as possible. Regions are recycled, special priorities and batch job initiators are set for customers. Automation tools are used to start regions. Special evening and weekend shifts monitor the telecommunications network. The Command Center operates 24 hours a day.

For more information call: (916) 739-7597

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### DATA STORAGE - DASD

HWDC Direct Access Storage Device (DASD) services include all aspects of the on-line data storage and retrieval hardware. Through control allocation, data stored on DASD is instantaneously accessible to HWDC customers. Backup procedures assure that proper files are created and available for disaster recovery. Total storage is approximately 2 terabytes.

On MVS and VM, disk data sets/files can be restored and archived. Disk backup services, off-site storage, and data storage troubleshooting assistance are available to our customers. On MVS, disk space assistance is available. On VM, mini-disk assistance is available.

Archiving and off-site storage allow customers to have critical data tapes stored off-site in case of disaster recovery. Customers may also archive their tape off site when requirements dictate a tape be unused for an extended period of time.

For more information call: (916) 739-7556

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### MICROFICHE SERVICES

Contracted Computer Output on Microfilm (COM) service is provided through HWDC producing microfiche (105 mm by 148mm cards of film) as a replacement for printed listings on paper and for archival storage of information. A data frame on the fiche is an image of one printed page. With the default 48x image reduction used at HWDC, 269 data frames of 11 by 14 inch pages can be

recorded on 1 fiche.

HWDC's contractor provides both on-line and off-line microfiche service with the off-line available for extra large jobs or jobs that use form overlay slides. The on-line service is basically a print function through our MVS mainframe system, which is then electronically routed to the contracted vendor's facility. The off-line service involves allocating the print output to tape, then sending the tape to the contractor's facility by using the COM-MEMO service. New microfiche applications are coordinated by HWDC and the COM contractor.

HWDC monitors the quality of the contracted service; customers are encouraged to report COM problems for resolution. Jobs are re-run at no additional cost, when quality is not acceptable. Completed work is routed to the HWDC customer bins and is picked up and delivered by courier to the customer department. Microfiche information and technical support are available by calling the HWDC Operations Print Supervisor at (916) 739-7589.

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### **PRINTING SERVICES - MAINFRAME**

HWDC offers customers the latest in high-speed, high-quality printing services for mainframe applications. Our printing service can produce output directly from a host computer or in directly from a variety of computer generated print tapes.

The Print Pool monitors the output queue and special forms, and handles special customer printing requests (testing of a new form setup, form quality, and courier pickup requests). We have several different types of printers in the Print Pool:

- IBM 4245 Continuous Form Impact Printer, 2,000 lines per minute
- IBM 3800 Continuous Form Laser Printer, 20,000 lines per minute
- IBM 3900 Continuous Form Laser Printer, 22,000 lines per minute
- IBM 3820 Laser Page Printer
- Xerox 9790 Laser Page Printer

Completed work is routed to customer bins by the operator throughout the shift. Printed material is picked up by the courier and delivered to customer departments. HWDC stores and inventories several different forms for customers to be used on impact, laser and page printers.

For more information call: (916) 739-7581

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### **TAPE DATA PROCESSING - OPERATIONAL SUPPORT**

The HWDC Tape Library maintains and ensures the integrity of magnetic tape media required to meet customer information systems needs for mainframe storage and archiving. We store, identify, update, and select both reel and cartridge tape volumes for computer processing purposes. In addition, we develop and implement standards and procedures for magnetic tape security and movement. The Tape Library runs three shifts.

HWDC provides staff to assist customer in the processing of tapes/data, assigning volumes to foreign media and answering questions concerning library

functions.

HWDC uses a courier service to route tapes, printed material, microfiche (produced both by HWDC and off-site COM processing), and other data related material to our departmental customers. Call 739-7587 with your routing inquiries.

The foreign tape service includes initialization and tape submittal and withdrawal. The initialization service allows customers to write to their privately owned tapes. Initialization will write a volser number recognized by HWDC's Tape Management System (TMS). The submittal and withdrawal service allows customers to process tapes generated at another facility. HWDC library submits tapes into TMS until the customer withdraws the tape.

Customers may withdraw tapes with their dataset name for further processing at another facility. If the customer desires to keep the tape, HWDC will process a tape purchase for the private control of that tape.

For more information call: (916) 739-7585

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[Home](#)[Section](#)[Top of Page](#)

---

State of California -  
Health & Welfare Data Center  
Last Updated 06/21/1999



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CA HOME PAGE  
SITE MAP  
HWDC INTRANET

ABOUT HWDC

HWDC HISTORY

EMPLOYMENT  
OPPORTUNITIES

TRAINING CENTER

GOVERNMENT  
RESOURCES

FAQ / COMMENTS

# Health and Welfare Data Center

## SYSTEM INTEGRATION

### INTEGRATION SERVICES

The HWDC is responsible for the management and implementation of specific statewide health and welfare programs. The major programs currently sponsored are as follows: the Statewide Automated Welfare System (SAWS) and the Interim SAWS Project (ISAWS), the Electronic Benefit Transfer (EBT), the California Child Support Automation Project (CCSA), the Child Welfare Services/Case Management System (CWS/CMS), and the Statewide Fingerprint Imaging System (SFIS). We manage the development of computer applications and extend our network to support these statewide computer-based systems. Upon successful implementation at the customer site, technical support is provided to keep things running smoothly.

**Project Management:** Together with our Telecommunications Division, we will assist customers with County LAN design and the installation and configuration of hubs and other telecommunications equipment. We will meet with County personnel to determine physical equipment location and needs for integration with existing County Data Processing systems. We determine appropriate solutions for integration issues and review with County personnel for approval. We install, configure and test workgroup hubs and equipment required for integration with County systems.

**Equipment Procurement and installation:** Equipment and service procurement is fast and efficient. Procurement includes office equipment and supplies, personal computers and printers, and personal computer software.

**Technical Support:** We monitor batch runs and schedule jobs to update County databases. Appropriate action is taken when runs are unsuccessful. Once the problem has been determined, the appropriate personnel are contacted.

**Change Management:** We provide process re-engineering skills to change existing business processes to those required by the new system. We also provide training in meeting management, team building, and interpersonal skills to assist in the change management process.

For more information call: (916) 739-7293

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### MAPPER SUPPORT

Mapper is a Unisys Software product that gives users a versatile tool for creating and processing reports, databases, and applications. MAPPER software runs across all tiers on an enterprise network - Windows NT servers, desktop and laptop personal computers, UNIX servers and Unisys mainframe enterprise servers. Applications can be developed that perform true cooperative processing - the capability of complete applications running on both clients and servers to share tasks and split workloads. Cooperative processing allows an organization to store data anywhere, wherever is most logical or most secure. The MAPPER system can generate applications that use the Windows graphical user interface, including push buttons, list and dialog boxes and on-line help.

Through this non-technical interface, users can take advantage of the latest PC-based multi-media concepts and techniques such as touch screens, audio/visual media, video and picture processing. Users can easily generate their own reports, answer ad-hoc queries, or pursue a good idea while it is still fresh in their minds. Users focus on what they need to know, not how to find it.

For more information call ISAWS system support: (916) 255-0466

[Home](#)[Section](#)[Top of Page](#)

State of California -  
Health & Welfare Data Center  
Last Updated 06/21/1999



[LEGAL DISCLAIMER](#) / [COPYRIGHT](#)



CA HOME PAGE  
SITE MAP  
HWDC INTRANET

ABOUT HWDC

HWDC SERVICES

EMPLOYMENT  
OPPORTUNITIES

TRAINING CENTER

GOVERNMENT  
RESOURCES

FAQ / COMMENTS

# Health and Welfare Data Center

## TECHNOLOGY

### DATABASE MANAGEMENT SUPPORT (DBMS) - ORACLE Rdb

ORACLE Rdb is Digital's multi-user relational database management product. A full set of utilities are supported with ORACLE Rdb. Through industry-standard data definitions and manipulation language, the customer can create, query, and maintain ORACLE Rdb databases.

For more information call: (916) 739-7660

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### CAPACITY MANAGEMENT

HWDC provides capacity management information for the efficient use of our computing resources. Our internal computing performance is monitored to insure adequate resources for all customer applications and to provide sufficient reserves to meet workload growth.

Daily workload and performance tracking provides information that is used to provide justification for the timely addition of computing equipment.

Using performance and accounting data, performance problems can be diagnosed for specific customer applications. Working as a team with the customer and applying capacity analysis information, recommendations are made for improved service.

Through resource utilization projections and assessment of computer measurements, data is supplied to establish fair and appropriate rate charges for services. Analysis of new customer business applications can also be assessed for costs. Computer system modeling is used to assess the impact of new applications or the growth of existing application requirements on computer resources.

For more information call: (916) 739-7657

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### CUSTOMER INFORMATION CONTROL SYSTEM (CICS)

CICS is a real time, high volume, transaction processor used to develop dynamic, on-line applications. In addition to tuning and performance management of the CICS environment, HWDC staff support a printing subsystem and a number of products that interface with CICS. We also provide technical assistance in customer application tuning. Some of the software products currently supported at HWDC that interface with CICS include:

- Debug Tools (Dumpmaster, Eyewitness, Interest, & Xpediter/CICS)
- Diagnostic Tools (Omegamon CICS)

- Testing Tools (CICS Playback)
- Printing (VPS-VTAM Printer Support)

For more information call: (916) 739-7660

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### **DATA SECURITY**

HWDC utilizes the IBM software product known as Resource Access Control Facility (RACF) to provide data security for the MVS processing environment. RACF provides our customers with the ability to protect their MVS resources (disk data sets, tape data sets, TSO user IDs) with various levels of secured access. This protection is provided by generic as well as discrete RACF profiles. HWDC customers appoint their own RACF coordinators who control and maintain RACF authority and access for their own department. Changes to RACF user IDs must be done through the request process to maintain security control.

For more information call: (916) 739-7660

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### **DATA STORAGE (SMS)**

System Managed Storage (SMS) is provided to our mainframe customers. Though SMS is invisible to the customer, it increases the friendly use of customer data.

SMS provides centralized storage management. The system determines data placement, and automatically manages data availability, performance, and space reclamation. Based on user-defined requirements, the system can match the logical needs of the data to the physical characteristics of the installed devices, and ensure that each device is used most effectively. The user is freed from the day-to-day details of storage management, allowing them to be more productive.

Freeing users from the task of acquiring and managing the system resources needed to support those application requirements allows them to focus on the logical requirements of the application. By providing availability requirements, the users are freed from the task of running backup jobs and managing backup copies. By providing performance requirements, the users are freed from the task of allocating the appropriate storage device to satisfy the performance requirements.

SMS allows HWDC to effectively manage the different requirements of customer data through its application life cycle. By matching the logical needs of user datasets to the physical characteristics of storage devices, users are insulated from the complications of a changing hardware environment, and benefit from the innovations introduced by newer technologies.

For more information call: (916) 739-7811

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### **DATABASE MANAGEMENT SUPPORT (DBMS)**

A wide variety of Database Management Support (DBMS) services are available to our customers:

<u>OPERATING SYSTEM</u>	<u>TAILORED DATABASE SOFTWARE ENVIRONMENTS</u>
MVS	IDMS, DB2, ADABAS, RAMIS, FOCUS
VM	ADABAS
UNIX (AIX)	DB2/2
Windows/NT	ORACLE, INFORMIX, DB2 UDB
DOS	SQL SERVER, DB2  ORACLE

A DBMS is more than the software available. Database tuning and performance measurement assures the application works properly for the customer. Archiving and disaster recovery are available for the customers' data. Customer assistance includes technical consulting, customer application tuning, and help with the implementation of Client/Server architecture. New technologies are constantly explored to find new ways to provide better DBMS services.

For more information call: (916) 739-7660

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#### **DATABASE MANAGEMENT SUPPORT (DBMS) - ADABAS**

ADABAS-C is Software AG's premier database. It runs on the MVS and VM operating system platforms. Natural is a fourth-generation language (4GL) used to access ADABAS. PREDICT is the Data Dictionary component of ADABAS. Natural's versatility can be used to access VSAM files and DB2 tables. ENTIRE is Software AG's product line to support the Client/Server environment.

For more information call: (916) 739-7660

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#### **DATABASE MANAGEMENT SUPPORT (DBMS) - DB2**

IBM DATABASE 2 (DB2) is a multi-platform relational database management system. DB2 for OS/390, DB2 NT, and DB2 UDB for AIX are among the products that provide enterprise-wide access to data. Some of the features of DB2 are:

- Client/Server Functionality
- High Performance and Availability
- Flexible Security
- Connectivity to RDBMS that support Distributed Relational Database Architecture (DRDA)
- Industry-Standard SQL

- Adhoc Reporting
- Optimized Data Access

Third party (non-IBM) vendors provide hundreds of products that enhance the DB2 family with a variety of choices for Client/Server, decision support, executive information and knowledge-based systems, desktop applications, rapid application development, data warehouse, OLAP, Internet Server and application generators.

DB2 is uniquely positioned to take advantage of the latest IBM hardware and software technology, providing innovative and strategic solutions to manage information.

For more information call: (916) 739-7660

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### **DATABASE MANAGEMENT SUPPORT (DBMS) - FOCUS**

FOCUS by Information Builders Inc. is a complete information control system with comprehensive features. FOCUS is designed for use by both those with no formal information technology training as well as application developers.

For more information call: (916) 739-7660

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### **DATABASE MANAGEMENT SUPPORT (DBMS) - IDMS**

The IDMS (Integrated Database Management System) DBMS allows access through IDMS/UCF, CICS, TSO, or batch processing. Running under the IDMS central version provides transaction journalizing and fully automated database recovery. Running in a local mode environment will allow for faster run times; however, database recovery in local mode becomes a manual process. The latest IDMS release provides for both a relational database model as well as the traditional IDMS network structure. An IDMS option will support Structured Query Language (SQL) access to either database model. Client/Server capabilities exist through the use of CA's IDMS Server.

For more information call: (916) 739-7660

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### **DATABASE MANAGEMENT SUPPORT (DBMS) - INFORMIX**

INFORMIX software provides relational database application technology for open systems, including:

- Database Servers
- Application Development Tools
- End-User Access Tools
- Connectivity Solutions

INFORMIX products are based upon ANSI standard Structured Query Language (SQL) and run on a variety of major operating systems including UNIX, Windows, Windows NT, Netware, and Macintosh. INFORMIX is currently available on the UNIX (IBM RS6000) and Windows/NT platforms.

For more information call: (916) 739-7660

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### **DATABASE MANAGEMENT SUPPORT (DBMS) - ORACLE**

Oracle's Relational Database Management System (RDMS) includes the ORACLE7/ORACLE8 cooperative server database; tools for CASE, application development and document automation; and application packages for accounting, manufacturing and human resources. ORACLE software is portable, which means it runs on different types of computers, from PCs, Macs, and workstations, to minicomputers and massively parallel systems. Currently ORACLE is available on the UNIX (IBM RS6000) platform.

For more information call: (916) 739-7660

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### **DATABASE MANAGEMENT SUPPORT - RAMIS**

CA-RAMIS from Computer Associates is a reporting, data retrieval and application development tool for all Enterprise Information. With its functional menu-based and command-driven architecture, CA-RAMIS reporting tools work with data from a variety of sources, including:

- DB2
- CA-DATACOM/SQL
- CA-IDMS/SQL
- SQL/DS
- CA-IDMS
- CA-DATACOM/DB
- IMS
- Teradata
- TOTAL
- ADABAS
- VSAM
- QSAM
- ISAM

For more information call: (916) 739-7660

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## **DATABASE MANAGEMENT SUPPORT (DBMS) - SQL SERVER**

Microsoft SQL Server is a scaleable, high-performance database management system designed to meet the requirements of distributed client-server computing. Microsoft SQL Server accomplishes this through:

- Integration with Microsoft Windows NT threading and scheduling services, Performance Monitor, and Event Viewer. A single Windows NT logon to both the network and SQL Server simplifies management of user accounts.
- Built-in replication, which ensures a reliable way for organizations to disseminate information throughout an enterprise. This reduces the risk of downtime and puts timely, accurate information close to the people who need it.
- Centralized management of servers throughout the enterprise with the comprehensive distributed framework. A Windows-based management interface provides visual drag-and-drop control over multiple servers for remote management of data replication, server administration, diagnostics, and tuning.
- Task scheduling and altering, which provide an easy way to create server tasks such as command executions, Transact-SQL statements, or replication tasks, and schedule them for execution at specified times. Upon completion of these tasks, the administrator can be sent e-mail or notified by pager. Additionally, alerts can be sent when any SQL Server event occurs.

For more information call: (916) 739-7660

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## **DISASTER RECOVERY**

An outage of service at HWDC's computer complex can have immediate detrimental consequences to our customers. A disaster recovery plan is maintained as required by State Code. Our recently completed second site will be configured with computing equipment so each site can act as backup for the other. A method of switching will be employed to allow HWDC network traffic to be directed to the proper site. EP A dual-feed electrical power service from the Sacramento Municipal Utilities District (SMUD) feeds both sites. If the active electrical source is interrupted, the other feed source instantly takes over without interruption to the main computing equipment. In addition, the new site has diesel generators capable of running for an extended time if large-scale power outage occurs.

For more information call: (916) 739-7656

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## **MVS SYSTEMS**

HWDC provides an MVS environment on large commercial mainframes. Access to the MVS/ESA operating system is available through JES2 for batch processing and TSO or CICS for on-line processing. HWDC provides installation, maintenance and support for the MVS operating system software and language compilers.

Some of the functions of software installed by the system support unit include:

- Interactive Viewing of Output
- AFP Printing
- Archival and Retrieval of Output
- Scheduling
- RACF Security
- Tape Management
- DASD Management

System support staff are also available for assembler language programming and consulting services.

For more information call: (916) 739-7660

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### **PRINTING SERVICES - LASER TECHNOLOGY SUPPORT**

HWDC offers customers the latest in high-speed, high-quality IBM Advanced Function Print (AFP) and Xerox printing services. The laser printers offer customers electronic forms capabilities on both cut sheet and continuous forms printers.

Laser printed electronic forms may be combined with your input data to create a finished output page in a single operation. The printed output can include logos, signatures, a variety of fonts and varying print orientations (horizontal or vertical) on a single page. In addition, our cut sheet printers can print either simplex (one side of the paper), or duplex (both sides of the paper).

For more information call: (916) 739-7585

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### **TAPE DATA PROCESSING AND STORAGE - TECHNICAL SUPPORT**

The HWDC provides and supports a variety of options for tape data processing and storage. The default tape technology for processing and storage on the HWDC MVS Shared System is 36-track, 76K BPI tape drives using cartridges with compressed-data capacities of up to two gigabytes; the default is obtained when JCL specifies UNIT=TAPE. Also, the HWDC provides 18-track, 38K BPI cartridge tape drives, and 1600 BPI and 6250 BPI 9-track reel tape drives for data exchange. Customers may process data on any of the tapes drives and may write either ASCII or EBCDIC, depending on their needs.

For tape processing information, please call (916) 739-7564.

For disaster and/or operational recovery, the HWDC provides an offsite storage service for backup and archive tapes. Customers specify the service required for each tape data set through a vault (offsite storage) pattern, and the tapes are sent to and returned from the Disaster Offsite Storage Library (DOSL) based on

the customer specifications. When needed, customers may call the HWDC Tape Library and request that their tape file or files be returned. The document used to define an offsite storage service is the Tape Vault Management Pattern Request.

For information about tape storage at the HWDC, please contact the HWDC Tape Library at (916) 739-7585.

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### **TIME SHARING OPTION (TSO)**

TSO is an option of the MVS operating system that allows the user to interactively share computer time and resources. It is a tool that allows:

- Communication with other TSO users
- Developing and Maintaining Programs in languages such as COBOL, FORTRAN, CLIST, and REXX.
- Data Processing
- Use of Interactive System Productivity Facility (ISPF) User Interface

For more information call: (916) 739-7660

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### **UNIX SERVICES**

UNIX allows for multiusers, data sharing, data exchange, efficient use of computer resources, networking, easy to port programs, and the support of open standards. UNIX (AIX) at HWDC operates on the RS6000 platform. Through our system administrator we support the operating system and customer applications, as well as consulting services.

For more information call: (916) 739-7660

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### **VM SERVICES**

The HWDC VM system is a link to other State networks and to the world. Our VM system has four primary features: support of the VM product, E-mail services, Internet backbone services, and consulting.

**Operating Systems and Product Services:** We provide installation, maintenance and support for the VM operating system and VM products.

**E-Mail Services:** We support the Softswitch E-mail backbone including gateway interfaces. The current E-mail infrastructure connects SMTP (including Internet), PROFS, Microsoft Mail, Lotus CC:Mail, Novell GroupWise and SNADS connections. EMC2/TAO, Software AG Connect directory synchronization is available for most E-mail connections.

**VM Internet Client/Servers:** The available Internet Client/Server environments include Gopher and the World Wide Web. The usage capabilities for the Internet are under customer control.

**VM Consultation Services:** A sample of the consultation services available are server machine development, application debugging, administrative services development, and user friendly interfaces for native services.

For more information call: (916) 739-7660

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[Home](#)[Section](#)[Top of Page](#)

State of California -  
Health & Welfare Data Center  
Last Updated 06/21/1999



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[CA HOME PAGE](#)  
[SITE MAP](#)  
[HWDC INTRANET](#)

[ABOUT HWDC](#)

[HWDC SERVICES](#)

[EMPLOYMENT  
OPPORTUNITIES](#)

[TRAINING CENTER](#)

[GOVERNMENT  
RESOURCES](#)

[FAQ / COMMENTS](#)

# Health and Welfare Data Center

## TECHNICAL SUPPORT CENTER

The Technical Support Center (TSC) provides a central point of contact for HWDC customer assistance in reporting processing, communications, maintenance, and batch problems. All customer assistance requests are entered into an on-line problem tracking system to help with problem determination, problem resolution, and to track the status of problems. When required, TSC staff assign a priority to the problem and transfer responsibility to the appropriate area. the problem is tracked until final resolution is reached.

Proactive customer assistance is accomplished with the TSC Partnership Development Program. Customers' business needs are identified and documented. Mutual agreements are developed between TSC and the customers' technical support group which define various processes and methods of operation.

Technical assistance and training is provided, enabling the customer to use some of the basic tools used by the TSC staff for problem determination and problem tracking.

Customer assistance is provided in network router problem troubleshooting using a program which graphically displays the status of all network routers, allowing for rapid response to any outages. TSC has many troubleshooting specialties, including Network SNI/Gateways and Meganac/EDS.

TSC tracks network systems to ensure all CPU to CPU links remain operational. These links allow multiple customers access to numerous businesses without having to establish separate line connections for each location. These major links include: HWDC to county operated computer centers (S.F., L.A., Fresno, Alameda, etc.), HWDC to State operated computer centers (Teale, DMV, Lottery, FTB, etc.), HWDC to privately owned and operated computer centers (EDS, IBM, Lockheed Martin, Payless Drugs).

For more information call: (916) 739-7640

[Home](#)

[Section](#)

[Top of Page](#)

State of California -  
Health & Welfare Data Center  
Last Updated 06/21/1999



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[CA HOME PAGE](#)[SITE MAP](#)[HWDC INTRANET](#)[ABOUT HWDC](#)[HWDC CONTACT](#)[EMPLOYMENT  
OPPORTUNITIES](#)[TRAINING CENTER](#)[GOVERNMENT  
RESOURCES](#)[FAQ / COMMENTS](#)

# Health and Welfare Data Center

## TELECOMMUNICATIONS

### DIALING-IN TO HWDC

HWDC offers a wide range of dial-up services to our customers including: SNA dial-up, asynchronous dial-up through protocol converters, remote LAN connectivity and UNIX dial-up. A wide range of protocol stacks on PC workstations have been utilized in the course of various application designs.

The flexible architecture allows government agencies the opportunity, in partnering with HWDC, to creatively design the most beneficial and cost-effective dial-up solution for the specific customer application.

For more information call: (916) 739-7630

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### NETWORK CONFIGURATION REPORTS

The HWDC configuration file consists of SNA network equipment and logical configuration information. This file's data is updated in sorted order; the datasets are compressed, and various versions of the file are printed.

These printed reports include customer site equipment information on quantity, model numbers, vendor names, VTAM IDs and CICS addresses. Additional customer information includes site contact name, address and phone numbers. Each site has a vendor issued identification number.

The network configuration reports are used for troubleshooting problems and for planning site changes and upgrades.

For more information call: (916) 739-7747

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### TELECOMMUNICATIONS INSTALLATION

The NPDS Unit works with customer departments to analyze their needs for data communication equipment and for communication links between HWDC and customer locations. Once a need has been determined and a service requested, NPDS ensures cost effectiveness for the customer and verifies the request can be supported by the HWDC network.

NPDS services also include contracting with vendors, placing orders, confirming delivery and coordinating installation. Following installation, NPDS performs stability testing that validates equipment is working properly to meet customer needs.

For more information call: (916) 739-7987

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### TELECOMMUNICATION NETWORK

**The Network Protocols:** HWDC operates a Network to support access to Health and Welfare applications for State and county governments. Support for any-to-any connectivity and the various protocols required to support our customers are in place. Systems Network Architecture (SNA) and Transmission Control Protocol/Internet Protocol (TCP/IP) are the primary network protocols used by HWDC.

SNA, the traditional IBM system of networking for 3270 terminal access, is a hierarchical network of controllers and terminals which are all connected to HWDC's large mainframes.

TCP/IP has a peer-to-peer setup, meaning the workstations are not controlled by centralized management. Peers are separate entities where if one "crashes," the other peers are not affected on the network.

To meet our customers' diverse network needs, we have added other protocols. DecNet, for example. We are a licensed interexchange carrier for the delivery of dial-up services for the Department of Health Services, Medi-Cal Point-of-Sale (POS) network.

**Network Plan/Design:** HWDC provides planning for network access to applications and provides recommendations on traffic routing, capacity planning, redundancy, and disaster recovery. Site surveys may be performed for the customer after the plan has been established and before the installation of the new networking system. Traffic mix and the WAN routing of protocols are part of the design process.

Using the network plan, we create a network design for the customer that may include a structural assessment for the facility in which the installation is to occur. Lastly, network integration management might involve the supervision of the complete network project and the coordination of multiple vendors.

**Network Consulting:** Design and consulting services include connectivity/access planning services to the current statewide HWA infrastructure of the 60,000 devices defined to our network and the 60 foreign networks connected to HWDC. Because most customer organizations are in constant flux, there is a continuous need to modify the network configuration to match the changing shape.

For more information call: (916) 739-7600

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[Home](#)[Section](#)[Top of Page](#)

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Health & Welfare Data Center  
Last Updated 06/21/1999



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